

Call Summary by Age By Gender
Master Contract: APS
For Contract: Oregon Health Plan NON ENROLL
Encounter Type: All

Calls From: 2/1/2016 To: 2/29/2016
Start Time: 12:00:00AM End Time: 11:59:59PM

Contract	Gender	Age Range	Total Calls	% of Total	Total Length	% of Length	Average Length	Total Talk Time	Average Talk Time
Oregon Health Plan NON ENROLL									
		Under 1 Year	10	4.39%	427.8	3.8%	42.8	193.4	19.3
		1-5 Years	16	7.02%	739.6	6.6%	46.2	321.1	20.1
		6-12 Years	7	3.07%	550.8	4.9%	78.7	131.3	18.8
		13-17 Years	5	2.19%	348.3	3.1%	69.7	86.6	17.3
		18-24 Years	21	9.21%	1,205.1	10.8%	57.4	388.5	18.5
		25-34 Years	36	15.79%	1,317.7	11.8%	36.6	487.7	13.5
		35-44 Years	16	7.02%	790.9	7.1%	49.4	204.9	12.8
		45-54 Years	19	8.33%	1,009.5	9.0%	53.1	331.1	17.4
		55-64 Years	15	6.58%	801.9	7.2%	53.5	282.2	18.8
		65-74 Years	3	1.32%	104.7	0.9%	34.9	47.8	15.9
		75 and Above	3	1.32%	85.2	0.8%	28.4	46.6	15.5
	Female		151	66.23%	7,381.5	66.1%	48.9	2,521.2	16.7
		Under 1 Year	9	3.95%	542.8	4.9%	60.3	173.9	19.3
		1-5 Years	12	5.26%	433.5	3.9%	36.1	176.6	14.7
		6-12 Years	11	4.82%	618.7	5.5%	56.2	209.8	19.1
		13-17 Years	1	0.44%	19.5	0.2%	19.5	10.3	10.3
		18-24 Years	9	3.95%	560.8	5.0%	62.3	160.9	17.9
		25-34 Years	10	4.39%	428.1	3.8%	42.8	158.3	15.8
		35-44 Years	12	5.26%	555.4	5.0%	46.3	221.4	18.5
		45-54 Years	6	2.63%	252.2	2.3%	42.0	146.3	24.4
		55-64 Years	6	2.63%	366.8	3.3%	61.1	136.6	22.8
		65-74 Years	1	0.44%	14.0	0.1%	14.0	13.7	13.7
	Male		77	33.77%	3,791.8	33.9%	49.2	1,407.8	18.3
Oregon Health Plan NON ENROLL Totals:			228	100.00%	11,173.3	100.0%	49.0	3,929.0	17.2

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